

Project Name: Equipment Misuse Notification System (EMNS)
OCIO Project #:
Department: Transportation
Revision Date: 10/13/10

Concept Statement

Description

Brief description of the proposed project:

The proposed project creates a public interface on the California Department of Transportation's (Caltrans') website for direct submittal of citizen reports of perceived or actual misuse of the Caltrans' fleet equipment. The system will be similar to the Maintenance Service Request (MSR) which allows a citizen to directly request maintenance services. The ENMS includes an e-mail notification system to the Division of Equipment. The EMNS includes a quarterly and annual reporting system.

Need Statement

High Level Functional Requirements:

- Web-based citizen input system to report suspected misuse of Caltrans' equipment.
- Direct method facilitating notifications of the citizen after the issue(s) are resolved.
- An automated tracking system.
- Quarterly, annual and ad-hoc performance reports.
- Ability for Division of Equipment (DOE) staff to download data.

What is Driving This Need?

The current process is unreliable, time consuming, and does not provide easily-accessible data or performance reports to take corrective action. Complaints and notifications are being unnecessarily routed to the Director's Office, other divisions or districts instead of directly to which the equipment has been assigned. The current system allows notices of misuse to be misdirected or lost in the system; the new system would provide a reliable tracking system.

Risk to the Organization if This Work is Not Done:

- Unreported or unresolved issues of equipment misuse.
- Continue the lack of a central location to receive misuse complaints.
- Caltrans will not be able to efficiently track the trends in misuse cases and implement necessary corrective policies and procedures.

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Benefit Statement

Intangible Benefits

Process Improvements (describe the nature of the process improvement):

1. Public is able to enter misuse reports in a central location.
2. A tracking system of receipt, investigation and resolution of issues.

Other Intangible Benefits:

1. Governance and transparency in complaint and resolution process.

Tangible Benefits

Revenue Generation (describe how revenue will be generated):

To Be Determined in the Feasibility Study.

Cost Savings (describe how cost will be reduced):

To Be Determined in the Feasibility Study.

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Cost Avoidance (describe the cost and how avoided):

To Be Determined in the Feasibility Study.


Risk Avoidance (describe the risk and how avoided):

1. Lost of equipment misuse issue from the public.

Improved Services:

1. Tracking and reporting of issues in a consistent manner.
2. Improved response time to the public.

Consistency

"No" Responses 		Rationale	Action Required
Enterprise Architecture	Yes		
Business Plan	Yes		
Strategic Plan	Yes		

Impact to Other Entities

Nature of Impact to Other Entities

Entity: To Be Determined in the Feasibility Study.

Describe the nature of the impact:

CA - PMM

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Entity:

Describe the nature of the impact:

Entity:

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Entity:

Describe the nature of the impact:

CA - PMM

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Solution Alternatives

Alternative 1:

To Be Determined in the Feasibility Study.

Technical Considerations for Alternative 1:

ROM Cost: to

Note: high end of range must not exceed 200% of low end of range

Alternative 2:

Technical Considerations for Alternative 2:

ROM Cost: to

Note: high end of range must not exceed 200% of low end of range

Alternative 3:

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Technical Considerations for Alternative 3:

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ROM Cost: to

Note: high end of range must not exceed 200% of low end of range

Recommendation

Comparison:

Alternative 1	ROM Cost	Risk
	\$0 - \$0	
Alternative 2	ROM Cost	Risk
	\$0 - \$0	
Alternative 3	ROM Cost	Risk
	\$0 - \$0	

Conclusions:

1	
2	
3	
4	

CA - PMM

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Recommendation:

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Project Approach (if known)

System Complexity:		System Business Hours: (e.g., 24x7, 9am-5pm) :	To Be Determined in the Feasibility Study.
Architecture	<input type="checkbox"/> Mainframe <input type="checkbox"/> Client Server <input checked="" type="checkbox"/> Web Based		Num. of New Databases:
Technology	<input type="checkbox"/> New <input type="checkbox"/> New to Staff <input type="checkbox"/> In-House Experience		Interfaces:
Implementation	<input type="checkbox"/> Central Site <input type="checkbox"/> Phased Roll-out		Num. of Sites:
M & O Support	<input type="checkbox"/> Contractor <input type="checkbox"/> Data Center <input type="checkbox"/> Project <input type="checkbox"/> In House		
Procurement Approach:			number of Procurements:
Open Procurement?			Delegated Procurement?
Scope of Contract	<input type="checkbox"/> Development <input type="checkbox"/> Implementation <input type="checkbox"/> M & O <input type="checkbox"/> Other:		
Anticipated Length of Contract:	Years /	extensions for	years